

**CLAIMS**

- 1 1. A service information portal for displaying customer-based portal view display of  
2 networked computing environments, wherein said portal view display includes  
3 management information of a type, depth and breadth specified by an end-user in a  
4 format and arrangement also specified by the end-user.
- 1 2. The service information portal of claim 1, wherein said service information portal  
2 comprises:  
3 a portal view profile manager that provides a portal view profile associated with the  
4 end user, wherein said portal view profile is configured and causing generation of a  
5 customized portal view display; and  
6 a portal view display manager that executes said portal view profile to generate said  
7 customized portal view display.
- 1 3. The service information portal of claim 2, wherein said service information portal  
2 further comprises:  
3 a portal view edit manager that enables the end user to interact with said referenced  
4 data miners to modify portions of said portal view profile that reference said data miners.
- 1 4. The service information portal of claim 3, wherein said service information portal  
2 further comprises:  
3 a help display manager that displays help files in response to an end user's  
4 request.
- 1 5. The service information portal of claim 1,  
2 wherein said portal view profile manager comprises a database of executable  
3 portal view profiles each designed for and/or by a particular end-user, wherein each said  
4 portal view profiles includes a reference to one or more selected data miners included in a  
5 library of a plurality of data miners, and  
6 wherein said portal view display manager executes one of said portal view profiles  
7 and the data miners referenced therein, wherein each said data miner module extracts data

8 from predetermined entities in the computing environment for generating data and derives  
9 said management information therefrom.

1 6. The service information portal of claim 1, wherein said portal view display is  
2 generated automatically with no end-user action beyond logging into the service  
3 information portal.

1 7. The service information portal of claim 1, wherein said portal view profile is  
2 associated with a group of end-users including said end-user.

1 8. The service information portal of claim 1, wherein said computing environment  
2 includes domain managers accessed by said data miners, wherein said domain managers  
3 comprise one or more of the group consisting of:

4 network managers that manage individual and collections of networks;

5 software application managers that manage software applications executing on a  
6 node or server of the computing environment;

7 database managers that manage databases executing on a node or server of the  
8 network system; and

9 server managers that assist a network administrator manage the operations of each  
10 server in a network.

1 9. The service information portal of claim 1, wherein said portal view display format,  
2 depth breadth and arrangement are determined by attributes included in said portal view  
3 profile.

1 10. The service information portal of claim 5, wherein said portal view profile manager  
2 further comprises:

3 a repository of mapping data that associates each end-user and one of said portal  
4 view profiles; and

5 a profile selector that, based on said end-user, retrieves from said repository one of  
6 said portal view profiles that is to be implemented for said selected end-user,

7 wherein, for each of said references to a data miner, said portal view profile selector  
8 verifies that said reference has a syntax appropriate for said referenced data miner.

1 11. The service information portal of claim 4, wherein said portal view profile is an  
2 extensible, executable software program that invokes a pre-determined combination of  
3 data miners that generate or cause the generation of management information to assist the  
4 user manage the computing environment..

1 12. The service information portal of claim 11, wherein each said portal view profile  
2 comprises sheet display specifications defining one or more sheets of management  
3 information, said sheets displayed alternatively, wherein said sheet display configuration  
4 includes specifications defining one or more columns within each said one or more  
5 sheets, wherein said column specifications including one or more data miner references,  
6 wherein each portal module reference includes portal module configuration parameters  
7 that provide attribute settings to the referenced portal view module when it is invoked.

1 13. The service information portal of claim 10, wherein said portal view profile selector  
2 further accesses a database of portal view specification files, each said portal view  
3 specification file defining a grammar that is to be used in a portal view profile in  
4 connection with a corresponding portal view module.

1 14. The service information portal of claim 13, wherein said portal view profile  
2 specification is a document type descriptor (.dtd) file and wherein said portal view profile  
3 is an XML file.

1 15. The service information portal of claim 1, wherein said portal view display includes  
2 a series of windows each allocated to the display of management information provided by  
3 a particular data miner.

1 16. The service information portal of claim 2, wherein said portal view display manager  
2 displays a detailed portal view display of a selected one of said series of windows in  
3 response to a request by the end user.

- 1 17. The service information portal of claim 2, wherein said portal view edit manager  
2 provides the end user with the ability to modify said portal view profile.
- 1 18. The service information portal of claim 3, wherein said portal view edit manager  
2 enables the end user to modify said data miners referenced in said portal view profile.
- 1 19. A service information portal for providing a network administrator with a  
2 customizable, extensible portal view display of management information reflective of a  
3 desired aspect of a computing environment.
- 1 20. The service information portal of claim 19, wherein said portal view display  
2 includes management information of a type, depth and breadth specified by the network  
3 administrator in a format and arrangement also specified by the network administrator  
4 through a graphical user interface.
- 1 21. The service information portal of claim 20, wherein said service information portal  
2 comprises:  
3 a portal view profile manager that provides a portal view profile associated with the  
4 end user, wherein said portal view profile is configured and causing generation of a  
5 customized portal view display; and  
6 a portal view display manager that executes said portal view profile to generate said  
7 customized portal view display.
- 1 22. The service information portal of claim 21, wherein said service information portal  
2 further comprises:  
3 a portal view edit manager that enables the end user to interact with said referenced  
4 data miners to modify portions of said portal view profile that reference said data miners  
5 to cause said data miners.

1 23. The service information portal of claim 1, wherein a portal view profile manager  
2 comprises:

3 a database of executable portal view profiles each designed for and/or by a  
4 particular end-user, wherein each said portal view profiles includes a reference to one or  
5 more selected data miners included in a library of a plurality of data miners; and

6 wherein said portal view display manager executes one of said portal view profiles  
7 and the data miners referenced therein,

8 wherein each said data miner module extracts data from predetermined entities in  
9 the computing environment for generating data and derives said management information  
10 therefrom.

1 24. The service information portal of claim 23, wherein said portal view display format,  
2 depth breadth and arrangement are determined by attributes included in said portal view  
3 profile.

1 25. The service information portal of claim 23, wherein said portal view profile is an  
2 extensible, executable software program that invokes a pre-determined combination of  
3 data miners that generate or cause the generation of management information to assist the  
4 user manage the computing environment..

1 26. A method for displaying a portal view display of management information relevant  
2 to a particular end user and computing environment, comprising:

3 A) receiving an identifier of the end user;

4 B) generating management information specified by the end user, said  
5 management information directed only to a portion of the computing environment for  
6 which said end user is authorized to manage; and

7 C) displaying said management information on a display device in a format,  
8 arrangement specified by the end user.

1           27. The method of claim 26, wherein generating said management information  
2 comprises:

3           1) providing a database of data miner modules, each said data miner module  
4 generating or causing the generation of management information related to a particular  
5 network entity or function;

6           2) generating a database of portal view profiles each referencing a  
7 predetermined one or more data miner modules to display management information  
8 pertinent to a particular end user;

9           3) retrieving from said database of portal view profiles a portal view profile  
10 associated with said end user; and

11          4) invoking said retrieved portal view profile and said one or more data  
12 miner modules referenced therein.